



GOVERNMENT OF ASSAM
ASSAM STATE DISASTER MANAGEMENT AUTHORITY
DISPUR::GUWAHATI
Swiss Challenge under Open Competitive bidding



ECF No. 69950/617

Dated: 21st February, 2023

Technical & Financial bids (affixed with court fee stamp of Rs- 8.25/-) are invited from legal entities meeting the eligibility criteria for AMC, operations, content management and allied services for the Existing Knowledge Management Portal of Assam State Disaster Management Authority for a period of 1 (one) year initially.

Data Sheet :

Sl.	Particular	Data
1	Issue Date	22 nd February, 2023
2	Submission Deadline	Time : 4.00 PM Date : 09.03.2023
3	Inviting authority/The intender	CEO, Assam State Disaster Management Authority, Dispur, Ancillary Block, Ghy-06
4	Bid Validity	120 Days
5	Opening date & time (Technical)	10.03.2023 (2.00 PM)
6	Assignment Period/Contract period	1 year
7	Per-bid Query submission Deadline & address	asdmaghy@gmail.com , sdma-assam@gov.in (on or before 28.02.2023, 4.00 PM)
8	Bid Security	Rs. 10, 000/- in form of Demand Draft/B.C drawn in Favour of Assam State Disaster Management Authority from any recognized banks.
9	Mode and Venue for Submission	Offline; Addressed to: The CEO, ASDMA, Dispur, Ancillary Block, Ghy-06
10	Procurement Type/Evaluation Type	Swiss Challenge-Open Competitive Bidding

Detailed Tender Document may be downloaded from- <https://asdma.assam.gov.in>

The intender reserves the right to accept/reject any or all tenders or the entire procurement process without assigning any reason thereof.


(Shri Alakananda Medhi, ACS)
Deputy Secretary & SPC,
Assam State Disaster Management Authority
Janata Bhawan, Dispur

Memo ECF No. 69950/617-A

Dated: 21st February, 2023

Copy to:-

1. The Director, DIPR, Assam for publication in daily newspaper with circulation in Assam.
2. System Expert, ASDMA for uploading it in the ASDMA official website
3. ASDMA Notice Board.

(e-signed)
(Shri Alakananda Medhi, ACS)
Deputy Secretary & SPC,
Assam State Disaster Management Authority

DISCLAIMER

This BID is not an agreement and is neither an offer nor invitation by the Authority to the prospective Bidders or any other person. The information contained in this Bid document or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the Authority or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this BID and such other terms and conditions subject to which such information is provided. The purpose of this Bid is to provide interested parties with information that may be useful to them in making their financial offers (Bids) pursuant to this bid. This bid includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This bid may not be appropriate for all persons, and it is not possible for the Authority, its employees or advisors to consider the objectives, financial situation and particular needs of each party who reads or uses this bid. The assumptions, assessments, statements and information contained in the Bidding Documents, especially the Feasibility Report, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this bid and obtain independent advice from appropriate sources.

Disclaimer for Swiss Challenge Method-

The intender has proposed to adopt the method of Swiss Challenge under open Competitive bidding Method with a holistic intention to-

- A. Ensure the required services are obtained at the right price.
- B. Ensure the required services are obtained from the right source.

Details on the evaluation process and rationale is detailed in this BID and bidder submitting bid shall be deemed to have accepted the terms and conditions including evaluation and award procedures.

I. Instruction to Bidders:

1. **Submission of Bids shall be manual in hard copies. Technical and Financial Bids must be separately sealed in envelopes and the two envelopes (Technical and Financial) must be again sealed in a single enveloped Superscribed as "Tender for AMC, operations, content management and allied services for the Existing Knowledge Management Portal of Assam State Disaster Management Authority".**
2. The tender is in Swiss Challenge Mode under open Competitive bidding. Bidders are requested to note the same prior to bidding.
3. Bids must be submitted prior to the Bid submission deadline mentioned in the data sheet unless extended by the intender.
4. All submissions must be duly signed and sealed by the bidder or their authorised representatives.
5. One Bid per bidder must be ensured and no alternative bid shall be entertained.
6. Content of the Technical bid must be at least as per TECH-1 with all supporting mentioned therein.
7. Content Financial Bid must be as per Fin-1 with all attachments mentioned there in.
8. Deviations from standard forms/templates may lead to rejection of Bids.
9. A Bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the Bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified.
10. It shall be deemed that by submitting a Bid, the Bidder has:(a) made a complete and careful examination of the Bidding Documents;(b) received all relevant information requested from the Authority;(c) accepted the risk of inadequacy, error or mistake in the information provided in the Bidding Documents or furnished by or on behalf of the Authority relating to any of the matters referred to in ToR or the BID;(d) satisfied itself about all matters, things and information including matters referred to in the BID here in above necessary and required for submitting an informed Bid, execution of the Project in accordance with the Bidding Documents and performance of all of its obligations thereunder;(e) acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in the Bidding Documents or ignorance of any of the matters referred in the BID shall not be a basis for any claim for compensation, damages, extension of time

for performance of its obligations, loss of profits etc. from the Authority, or a ground for termination of the Agreement by the Contractor;(f) acknowledged that it does not have a Conflict of Interest; and(g) agreed to be bound by the undertakings provided by it under and in terms hereof.

10. Clarifications and Pre-Bid queries- Bidders are requested to submit queries in e-mail prior to the end date of receiving queries mentioned in data sheet. Based on the queries, the intender may clarify by issuing a response to the queries and the same shall be uploaded in the website. The intender is not obligated to respond to queries that may seem irrelevant.

11. Any Addendum/Corrigendum issued hereunder will be in writing and shall be uploaded in the website only.

12. Validity of Bids- Bids must be valid at least up to 120 days from bid submission date.

13. The Swiss challenge method and Evaluation Methods-

- a. A proposer, also the original developer of the module has proposed revamping/upgradation, operation and management of the Portal. The requirement has also been felt by ASDMA and justified.
- b. The proposer has submitted a costing/financial which remains confidential.
- c. As per relevant rule, ASDMA now intends to initiate Swiss Challenge under Open Competitive bidding.

Method of Evaluation and contract award measures as per Swiss Challenge Mode-

- a. Procedures of Open Competitive Bidding shall be followed.
- b. A committee constituted for the purpose of evaluation shall evaluate the bids/responses pertaining to this BID.
- c. The original proposer of the project (the proposer) has submitted a proposal based on which this procurement procedure has been initiated.
- d. The committee shall first review the responsiveness of the bidders in regards to the eligibility and technical criteria as per TECH forms.
- e. Responsive bids shall only be considered for further evaluation i.e., financial evaluation.
- f. In case the L1 is not the original proposer, the original proposer shall be given a chance to meet the price of the L1 failing which the contract shall be recommended for award to L1. In case, the proposer meets the price of the L1, as per Swiss challenge procedure, the proposer shall be recommended for award of the contract.

II. Pre-qualification/Eligibility Criteria-

1. Bidders must be a legal entity incorporated/registered in India with office in Assam.
2. Bidders should have experience in Design, Development, AMC, operations, content management of Web Portal of at least 3 years.
3. Bidders should have an average turnover of at least Rs. 50, 00, 000/- for the last three Financial years i.e., F.Y-2019-20, 2020-21 & 2021-22.
4. Must have valid GST, PAN and IT return Filed for F.Y -2019-20, 2020-21 & 2021-22.
5. Bidders must not have been debarred/blacklisted or sanctioned by the state or central government organizations or PSUs. The bidder must not have pending judicial litigation or must not be convicted of any illegal/ fraudulent activity.
6. Must submit Bid in full compliance to the tender terms/document.
7. Bid Security amounting to Rs 10, 000/- in form of Demand Draft/B.C drawn in Favour of The CEO, ASDMA Janata Bhawan from any recognised scheduled banks.
8. Successful Bidder will have to execute a S.L.A along with submission of Performance Security amounting to 3% of the contract value.

Note- Bidder should propose in its individual capacity and consortium/joint venture is not allowed.

III. Terms of Reference-

1. Keeping the portal bug free
2. Minor changes in approved portal design as and when required
- 3- Plugging security loopholes as when required
4. Management of user and user roles under Knowledge Management Portal
5. Database maintenance
6. Dedicated phone and mail support team

A. Identified Scope of work-

Foreword:

The Knowledge Management portal (<https://onlineasdma.assam.gov.in/kmp/>) on Disaster Management is the powerhouse of knowledge pertaining to prevailing disasters in the region. It is an initiative of Assam State Disaster Management Authority: Assam for forewarning, awareness, mitigation and research in varied aspects of disaster. It is a portal to fall back to should a disaster happen besides exhibiting research documents and articles, events and department plans, instructions / expert advices and training materials. It also offer a growing repository for further study of the subject matter and innovations.

Objective:

The primary object of this initiative is to make the right knowledge available in the right order for the community or stakeholders to gain necessary knowledge to mitigate adverse effects should a disaster happen that is, at the right time.

Repository

- The knowledge repository comprises of Documentation on Good Practices that includes traditional ones
- Case Studies on the subject Research and Impact
- Assessment Studies related to natural, man-made disasters,
- Journal Publications and Important Articles
- Conference, Seminars and Workshops
- Disaster Management Plan documents, Guidelines and Policies
- Review on Books, Manuals and Publications on disaster management,
- Technology breakthroughs related to disaster management,
- Information related to various events on disaster management at national and international level,
- National/State/District/Village/City Plans, Maps.
- Training materials and Discussion Forum
- Provision for newsletter and comments

Function

- The preliminary functions are, in a nutshell, to offer expert advice or instructions or guidelines, a dashboard to report, coordinate and information sharing, encourage contribution to the knowledge base, a dashboard to manage, search engine and a provision to grow this repository.

Stakeholders

- The target beneficiaries of this portal invariably are:
 - The web visitors
 - The community as such
 - Research Scholars
 - Subject Matter Experts
 - Associated Departments
 - Policy Makers

Interaction:

A general visitor can participate in the discussion forum and or furnish comments on each content. The visitor may also be interested in getting mailers or update if he provides email address on subscription. More serious users mainly the research scholars and subject matter experts may browse the repository. And should they wish to contribute to this repository, a provision is kept for providing login credentials. However, the admin reserves the rights to review and approve the thus submitted content or comments and other activities of a moderator. The department may also find the portal a dashboard to display various content like forewarning, mitigation plans, critical reviews, extend assistance, disaster management reports and documents besides recommending training materials, uploading news and events.

Impact

This portal is the foundation to present knowledge and guideline pertaining to

- Prevention
- Preparedness,
- Response and
- Recovery

Rather a centralized repository to fall back to or a platform to exhibit thoughts, analysis and findings in most aspects of disaster. It enhances local disaster management capabilities counting on localized knowledge and network: the impact is impressive and adoptable. The support by district and state groups: Government and non-government initiatives through this transparency may meet the target requirements. Collaboration and interoperability of all levels thus streamlined, help reach and provide the essential services promptly sans chaos. The subject matter experts and ambitious research scholars may find it an initiative to share their expertise besides a source for information. The policy makers find this integral in preparedness for emergencies besides fixing roles and responsibilities and extend for feedback response and reviews.

Conclusion

A system or community's ability to rapidly accommodate and recover from the impacts of disasters, restore essential structures and desired functionality, and adapt to new situation need an accessible forum and a user friendly portal as a whole. This portal serves the purpose and welcome more visitors, scholars, experts and policy makers to make the initiative updated and popular.

B. Data Confidentiality and non-disclosure-

Bidder if awarded with the contract is bound to agree that, except as directed by ASDMA, the agency will not at any time, whether during or after his/her assignment, disclose to any person or use any confidential information, or permit any person or entity to examine and/or make copies of any documents which contain or are derived from ASDMA, whether prepared by the agency or otherwise coming into the agency's possession or control.

Any separate Agreement if entered between the agency and the ASDMA subsequently, based on requirement of the project, elaborating this Clause, shall be construed as part of the Contract and shall be fully binding on both the Parties.

C. Standard and Minimum Technical Requirement of the ASDMA –

Sl.	Item/Component	Validity Up to /Management up to/For	Minimum Required Standard
1	AMC of Knowledge Management Portal as per Scope of Work	1 year	-

2	AMC of Database Management System	1 year	-
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Note- The above stated standards are minimum and bidders can propose higher or equivalent.

F. Assignment Period, Deliverables and Payment Schedule-

G.

Sl	Deliverable	Payment claimable	Time line (Maximum)	Conditions
1	AMC of Knowledge Management Portal as per Scope of Work	6 month	12 months	After successful submission of Certified bills to ASDMA
2	AMC of Database Management System	6 month	12 months	After successful submission of Certified bills to ASDMA

Contracting Period- Contract resulting out of this tender shall be valid for a period of 365 days until extended further and agreed by both parties.

Technical Forms

TECH-1

**Letter Comprising the Bid
(IN BIDDERS LETTER HEAD)**

To,
The Deputy Chief Executive Officer,
Assam State Disaster Management Authority,
Dispur, 781006

Sub- Technical Bid Submission Letter for "AMC, operations, content management and allied services for the Existing Knowledge Management Portal of Assam State Disaster Management Authority for a period of 1 (one) years initially".

Dear Sir,

With reference to your Tender document dated 20.01.2023, I/we, having examined the Bidding Documents and understood their contents, hereby submit my/our Bid for the aforesaid Project. The Bid is unconditional and without any Joint Venture/consortium etc.

1. I/we acknowledge that the Authority will be relying on the information provided in the Bid and the documents accompanying the Bid for selection of the Bidder for the aforesaid Project, and we certify that all information provided therein is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the Bid are true copies of their respective originals.
2. I/we shall make available to the Authority any additional information it may find necessary or require to supplement or authenticate the Bid.
3. I/we acknowledge the right of the Authority to reject my/our Bid without assigning any reason or otherwise and hereby waive, to the fullest extent permitted by applicable law, my/our right to challenge the same on any account whatsoever. It is also understood and agreed that the mode of procurement used is swiss challenge under open Competitive bidding and the original proposer shall be given a chance to meet the lowest price.
4. I/we declare that:
 - (a) I/we have examined and have no reservations to the Bidding Documents, including any Addendum issued by the Authority; and
 - (b) I/we do not have any conflict of interest.
 - (c) I/we have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice. We are fully responsive and compliant to Eligibility criteria.
5. I/we undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.
6. In the event of my/ our being declared as the Selected Bidder, I/we agree to enter into an Agreement in accordance with the tender terms that has been provided to me/us prior to the Bid Due Date.
7. I/we have studied all the Bidding Documents carefully and also surveyed the project scope. We understand that except to the extent as expressly set forth in the Agreement, we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or relating to the Bidding Process including the award of contract.
8. **The bid price has been quoted by me/us after taking into consideration all the terms and conditions stated in the tender, draft Agreement, our own estimates of costs and after a careful assessment of the scope and all the conditions that may affect the project cost and implementation of the project.**
9. I/we agree and undertake to abide by all the terms and conditions of the Tender document.

10. I/we shall keep this offer valid for 120 (one hundred and twenty) days from the Bid Submission date.
11. Our response to prequalification Criteria/Eligibility criteria is submitted as-

Sl.No	Criteria	Bidders Response	Supporting attached at-	Remarks (if any)
1	Bidders must be a legal entity incorporated/registered in India with office in Assam.		Pg No-	
2	Experience in Design, Development, AMC, operations, content management of Web Portal of at least 3 years.	Name of Organisations- a. b. c.	Pg No-	
3	1. Bidders should have an average turnover of at least Rs./- for the last three Financial years i.e., F.Y-2018-19, 2019-20 & 2020-21.	F.Y-2019-20 F.Y-2020-21 F.Y-2021-22	Pg No-.....	
4	Bidders must not have been debarred/blacklisted or sanctioned by the state or central government organizations or PSUs. The bidder must not have pending judicial litigation or must not be convicted of any illegal/ fraudulent activity.		Pg No-.....	
5	Must submit- a. This issue Tender document as token of acceptance. b. All Technical Forms along with supporting. c. Technical and financial in separate envelope.		Pg No-.....	
6	Bid Security in form and amount GST, PAN and IT return certificate as sought.	No- Bank- Details-	Pg No-.....	

Note- Non-submission or incomplete submission or submission without supporting may lead to disqualification.

In witness thereof, I/we submit this Bid under and in accordance with the terms of the BID document.

Yours faithfully,

Date:

(Signature, name and designation of the Authorised signatory)

Name and seal of Bidder/Lead Member

TECH-2
Commitment on Standards

We/I Commit to maintain the minimum required standard as mentioned below.

Sl.No	Item/Component	Minimum required Standard	Bidders Commitment (Yes/No)	Proposed Make/Model/reference etc.	Details (if any)
1	AMC of Knowledge Management Portal as per Scope of Work				
2	AMC of Database Management System				
3	Miscellaneous work offered from Bidder				

Yours faithfully,

Date:

(Signature, name and designation of the Authorised signatory)

Name and seal of Bidder/Lead Member

FINANCIAL FORMS

(TO BE SEALED AND SUBMITTED IN SEPARATE ENVELOPE AS PER TENDER TERMS)

FIN-1

To,
The Dy. Chief Executive Officer,
Assam State Disaster Management Authority,
Dispur, 781006

Sub- Financial Bid Submission Letter for "AMC, operations, content management and allied services for the Existing Knowledge Management Portal of Assam State Disaster Management Authority for a period of 1 (one) years initially".

Dear Sir,

With reference to your Tender document no. dated
I/we M/s....., having examined the Bidding Documents
and understood their contents, hereby submit my/our Financial Bid for the aforesaid
Project. The Financial Bid is unconditional.

We declare that-

1. We understand that it is our responsibility to analyse the scope of work and expenses associated to achieve the required outcome.
2. We have made all necessary analysis and our Bid Cost of INR/- (Rupees)
.....) is inclusive of GST @ % i.e., INR...../- (Rupees)
.....) as per relevant rules.
3. We accept the payment schedule mentioned in the tender terms.
4. Our Bid is unconditional and is inclusive of services as per terms and requirement of the tender.
5. We understand that the financial evaluation shall undergo swiss challenge procedures as per tender terms.
6. Our Financial Bid is in line and reference to the Technical Bid submitted by us.
7. Breakup and details of our Financial Quote is attached as FIN-2.

Yours faithfully,

Date:

(Signature, name and designation of the Authorised signatory)

Name and seal of Bidder/Lead Member

FIN-2

Affix COURT FEE STAMP Here

Sl. no	Item/Component	Amount in INR (Figures)	Amount in Words
1	AMC of Knowledge Management Portal as per Scope of Work		
2	AMC of Database Management System		
3	Miscellaneous if any		
4	GST as applicable.		
	Total Inclusive of Taxes-		

Note- "Total value inclusive of taxes" shall be the competitive bid Price.

Yours faithfully,

Date:

(Signature, name and designation of the Authorised signatory)

Name and seal of Bidder/Lead Member